ROU Brief - 8/21/96

For: AVP/RSM/RBM/ROM/KAM/AM/RM-DFM/AE/MC/PC/PRC/SC

FSC-146-A

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DISTRIBUTE TO ALL FULL-TIME FIELD SALES PERSONNEL

➡ ***Case Identification Code - Forsyth Tobacco Brands' Cases***

Beginning with product manufactured August 6, 1996, the sales rotation code (Example: APR6) will be included on all Forsyth Tobacco brands' cases. Rotation code for Forsyth will now be consistent with codes as they currently appear for all domestic, non-Forsyth cases.

ROU Program Contact: Dane Browder, extension #7340

ROU DETAIL

➡ ***Disbursements Accounting Change***

Beginning August 1, 1996, Disbursements Accounting began keying the account #, phone #, storage unit #, etc., first, then the month/year (G96) on invoices without an invoice number.

Example: 2148563114G96 instead of G962148563114

Reminder: Please use CICSP03/AP01, Functions 200 or 260 or your weekly report to verify whether the invoice has been received in Disbursements Accounting before sending again. If you have any questions, please call Disbursements Accounting before sending the invoice.

Note:

- Please return the copies of invoices (returned to you for some reason as stated by Disbursements Accounting) that has an "append" number written on the face of the invoice or printed in the upper left of the invoice. This will ensure the invoice copy will get appended to the original invoice already received from you.

- When sending multiple-page invoices, please number as 1 of 3, 2 of 3, 3 of 3, etc. This will ensure all pages of the invoices stay together for payment.

Program Contacts: Disbursements Customer Help, extension #0350
Bonnie Snyder, extension #0358

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000

➧ ***Contract for In Store Installation Services***

A new form is available on F3Fill entitled Field Contracting for In-Store Installation of Merchandisers. The form is located in Field Sales Forms under contracts in the Merchandising section. This form is to be used when subcontracting for jobs that aren't 100 of our largest chains or do not have enough store volume to warrant a national contractor through our third party national suppliers. If you have any questions on large third party projects please contact Andi Bellis at extension #3628.

Third party contractors should be used for overheads installed in the ceiling and lighted signs that require electrical work. As you are aware, RJRT part-time personnel should not attempt to install these types of merchandisers due to liability concerns. This form will help to limit our liability and should be implemented as soon as practicable.

Program Contact: Jeanne McCulloch, extension #1599

➧ ***New Phone Service Procedures for Managers Moving From Office to Home***

Attached are procedures for requesting phone service from local telephone companies and AT&T long distance services for Managers moving from office to home.

Program Contact: Doug Martin, extension #1826

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000

MANAGERS MOVING FROM OFFICE TO HOME
(PROCEDURES FOR NEW PHONE SERVICE)

SCHEDULE

- Order service through local phone company; i.e., Southwestern Bell, Bell Atlantic, Ameritech, etc.
- Call at least 1 month in advance.
- Normal installation for lines and jacks take 3-5 days to set up.
- If you currently have 2 lines installed in your home, "construction" may be necessary at the road or phone pole near your home. The local phone companies usually survey the area and determine "construction" needs. This process usually takes 2-3 weeks (this is why 1 month advance is recommended).

ORDER

- Check with your ROU P&A coordinator on how billing for local service should be set up; i.e., to your attention, to the ROU's address, to an existing local phone company master account, etc.
- Order two new lines as "regular data quality" lines.
- The phone company will assign new phone numbers...if you do not like the number(s) assigned, most will change them upon your request before the service is installed.
- Request the local phone company to install the lines into your home (through the wall, and install jacks).
- Contact ROU P&A coordinator immediately with the new assigned numbers. Do not wait until installation is completed, even though the numbers are not guaranteed until installation is complete. If the number(s) are changed, notify your P&A coordinator.

OPTIONS

- Use the main line (voice line) as the billing number.
- All numbers should be "unlisted".
- Advise the local phone company that the long distance carrier is **AT&T**, and have them "pick" the new lines to the access code **10732**, not 10288. **10732** is the private network code that is used for billing under RJR Tobacco's negotiated rates with AT&T. (Note: have only your business lines picked to the 10732 access code...not your personal, residential lines).
- No additional options are necessary unless instructed by your ROU office.

DISCONNECT

- Advise local phone company of the date that existing services should be disconnected. The phone(s) at old location can ring while moving. If the phone number(s) can be moved vs. disconnected, the number(s) can ring at both locations until the old site is physically disconnected by the local phone company. If you are moving an existing number(s), follow the same procedures above for new service.
- If you disconnect your numbers, have the local phone company play a message on the old lines that announce the number change. Most should do this for no additional charge.
- Send "final bill" to your ROU.

AT&T LONG DISTANCE SERVICES

- ROU P&A coordinators should be the only field sales personnel ordering services with AT&T, and should complete the **AT&T VTNS Network Service Request Form.** This form should be forwarded to Dave Collison at AT&T (phone: 800-984-2664 ext. 3714 / fax: 800-338-1629). Dave needs to be contacted when any changes occur, especially when any actions above take place.
- If you use a calling card, it should be an **AT&T VTNS Card**. If you are using any other type, please contact your ROU P&A coordinator immediately to order one.

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000

AT&T VTNS NETWORK SERVICE REQUEST FORM

Date: _____

Fax To: Dave Collison

Fax Number: 800-338-1629 Telephone: 800-984-2664 ext. 3714

Requested By: _____

Telephone: _____ ROU#: _____

Request Type: New Location_____ Add to Existing Location_____

Change (include moves)_____ Delete_____

Location of Service: Residence Yes_____ No_____

Customer Name: RJ Reynolds Region _____

Street Address: _____

Floor: _____ Room/Suite: _____

City: _____ State/Zip: _____

Contact Person: _____ Telephone: _____

GRC / Bill Group: _____

Site ID (SIID): _____

Composite Report #: _____

CCC FID: _____

BTN / LDN: _____

WTN(s): _____

_____

800 Service: _____

Calling Cards: _____

Remarks: _____

_____

_____

_____

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000

INSTRUCTIONS FOR AT&T VTNS NETWORK SERVICE REQUEST FORM

The purpose of this form is to ensure that all AT&T Network Services, including long distance, calling cards, 800 service, etc. is billed correctly under the terms of our discounted rates negotiated with AT&T. This service is referred to as VTNS (Virtual Network Telecommunications Service), and is often referred to as Tariff 12. AT&T has set up a single master account for all invoicing to be sent directly to Winston-Salem; utilizing this form will also ensure that billing appears on this master account.

Each ROU will receive monthly "Composite Reports" that will identify the charges associated with each physical location by the use of a CCC FID. Physical offices will be identified by their number; i.e., ROU #, Division #, Chain #, etc. Managers working from their residences will be identified by their names. Each ROU received their first Composite report dated 6-11-96. If any of you have questions or see items that may appear as incorrect, please contact our AT&T account manager Keith Bess. Keith's office is located here at RJRT headquarters, and he can be reached at 910-741-7420.

To ensure the integrity of our AT&T billing, we are requesting that only the P&A coordinators be the point of contact when ordering services with AT&T. Most of you are utilizing this form now, and should continue to fax your requests to Dave Collison. AT&T has assigned Dave as the point of contact with all P&A coordinators. Dave can be reached at 800-984-2664, ext. 3714; FAX # 800-338-1629.

When new local telephone service needs to be ordered, each P&A coordinator should be working with any field sales person requesting this service. All field sales managers working from their homes should follow the "Installation Procedures For New Phone Service" when contacting their local exchange company; i.e., Southwestern Bell, Bell Atlantic, Ameritech, etc.

Completing the AT&T VTNS Network Service Request Form:

1. **Date:** today's date
2. **Requested By:** P&A Coordinator's name
3. **Telephone:** P&A Coordinator's phone number
4. **ROU #:** indicate P&A Coordinator's ROU #
5. **Request Type:** check appropriate item
6. **Location of Service:** indicate if request is for a residence or not
7. **Customer Name:** indicate ROU#
8. **Street Address:** indicate address of location service requested; i.e., manager's home address
9. **Contact Person:** indicate name of person/manager at the above address whom the service is for
10. **Telephone:** phone number of person for whom the service is for
11. **GRC / Bill Group:** If service is for existing location, list existing GRC from the AT&T composite report...if service is for a new location, Dave Collison will assign a new GRC. If you have any questions regarding GRC's, please call Keith Bess at 910-741-7420.
12. **Site ID (SIID):** AT&T will provide until further notified
13. **Composite Report #:** indicate your ROU's AT&T Composite Report # (see attached list)
14. **CCC FID:** if service is for a new location / address, indicate the CCC FID by the type of location being added; manager's moving to their homes will have their name listed...physical RJRT offices should be identified by their status...i.e., ROU 1810, or Division 1835, etc. CCC FID's can be any combination of 30 alpha / numeric spaces
15. **BTN / LDN:** the BTN (billed telephone number) and LDN (lead dialed number) are the same...they are acronyms used by the local exchange phone companies. The BTN / LDN on the VTNS request form should be the lead number at a location, and is usually the voice number
16. **WTN:** the WTN are the other number(s) at a physical location; i.e., fax, modem, etc.
17. **800 Service:** if requesting a new 800 number, indicate by stating "order new number". Dave Collison will advise you of that new number. Do not broadcast that number until it has been installed and tested. If a location is moving, indicate existing 800 number(s).
18. **Calling Cards:** anyone using a calling card should be using an AT&T VTNS Calling Card. If you are requesting a new card, indicate the individual's name. If a location is moving, indicate all the VTNS Card numbers and individuals' names that need to be moved to the new location
19. **Remarks:** indicate any other requests, clarifications, questions, etc.

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000

COMPOSITE REPORTS

Each ROU has been assigned a composite ID number. The composite report will be mailed monthly by AT&T to each ROU, and will identify each locations' charges by the CCC FID codes for those sites. When sending a VTNS order request to Dave Collison, please indicate the appropriate composite ID on the form.

ROU Number	Composite Report Number
1110	C0009002423
1210	C0009002424
1310	C0009002425
1610	C0009002426
1710	C0009002427
1810	C0009002428
2110	C0009002429
2210	C0009002430
2310	C0009002431
2610	C0009002432
2910	C0009002433
5110	C0009002434
5410	C0009002435
5610	C0009002436
5810	C0009002437
6210	C0009002438
6310	C0009002439
6610	C0009002440
6710	C0009002441
6910	C0009002442

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Source: https://www.industrydocuments.ucsf.edu/docs/gzjy0000